



REDACTED-FOR PUBLIC INSPECTION

20000 Hwy 88 • P.O. Box 1070 • Pine Grove • CA 95665

209.296.7502 • www.VolcanoCommunications.com

**REDACTED – FOR PUBLIC INSPECTION**

**VIA ECFS**

June 28, 2017

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

RE: **REQUEST FOR CONFIDENTIAL TREATMENT**  
**WC Docket No. 14-58 - ETC Annual Reports and Certifications**

Request that Information Submitted to the Commission be Withheld from Public Inspection Pursuant to 47 C.F.R. §0.459 and 5 U.S.C. §552(b)(4): financial annual report included in FCC Form 481

Confidential Information – Subject to Protective Order Before the Federal Communications Commission

Dear Ms. Dortch:

In accordance with the annual reporting requirements of 47 C.F.R. §§54.313 and 54.422, Volcano Telephone Company (Volcano), Study Area Code 542343 is submitting a completed FCC Form 481 to the Commission via its Electronic Comment Filing System (ECFS) in WC Docket No. 14-58. *The version of the Company's FCC Form 481 submitted via ECFS is a redacted version of the filing that contains no confidential information.*

Volcano hereby requests confidential treatment of an attachment to its FCC Form 481: the financial annual report which was redacted in the ECFS submission.

The request for confidential treatment of the financial annual report is being made pursuant to the FCC's March 22, 2016 *Protective Order* in WC Docket Nos. 10-90 and 14-58. This attachment contains competitively sensitive data that Volcano maintains as confidential and does not normally make available to the public. Release of this information would have a substantial negative impact on the Company.

Section 3005 of FCC Form 481 requires a privately-held rate-of-return carrier receiving high cost support to attach a full and complete annual report of the company's financial condition and operations pursuant to 47 C.F.R. §54.313(f)(2). Volcano seeks confidential treatment of its financial annual report pursuant to the March 22, 2016 *Protective Order*

in WC Docket Nos. 10-90 and 14-58. <sup>1</sup> The *Protective Order specifically* covers information filed pursuant to 47 C.F.R. §54.313(f)(2).

Volcano is providing to the Office of the Secretary, under seal, this cover letter and the Form 481 filing which includes the confidential information that is being requested to be withheld from public inspection.

Each page of the financial annual report confidential submission bears the legend, "CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER BEFORE THE FEDERAL COMMUNICATIONS COMMISSION."

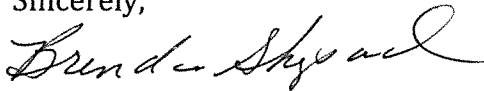
The confidential information has also been submitted to the Universal Service Administrative Company through its E-File system as attachments to the FCC Form 481.

In the filing submitted via ECFS, all pages containing confidential information bear the legend "REDACTED – FOR PUBLIC INSPECTION."

This cover letter includes no confidential information and the text is the same in both the non-redacted and redacted versions except for the confidentiality markings.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Brenda Shepard".

Brenda Shepard  
Chief Financial Officer  
Volcano Telephone Company

Enclosures

---

<sup>1</sup> *Connect America Fund, ETC Annual Reports and Certifications*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 (rel. Mar. 22, 2016).

FCC Form 481 - Carrier Annual Reporting Data Collection Form		REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	542343	
<015>	Study Area Name	VOLCANO TEL CO	
<020>	Program Year	2018	
<030>	Contact Name: Person USAC should contact with questions about this data	Ricky McCarley	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2092961435 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	rickm@volcanotel.com	
Form Type		54.313 and 54.422	

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<210> For the prior calendar year, were there any reportable voice service outages?	
No	

Page 2

<b>(300) Unfulfilled Service Request Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	542343	
<015> Study Area Name	VOLCANO TEL CO	
<020> Program Year	2018	
<030> Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035> Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com	
<300> Unfulfilled service request (voice)	<div style="border: 1px solid black; width: 100px; height: 20px; text-align: center; margin: 0 auto;">0</div>	
<310> Detail on attempts (voice)	<div style="border: 1px solid black; width: 100%; height: 20px; text-align: center; margin: 0 auto;">Name of Attached Document</div>	
<320> Unfulfilled service request (broadband)	<div style="border: 1px solid black; width: 100px; height: 20px; text-align: center; margin: 0 auto;">0</div>	
<330> Detail on attempts (broadband)	<div style="border: 1px solid black; width: 100%; height: 20px; text-align: center; margin: 0 auto;">Name of Attached Document</div>	

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	0.0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		542343ca510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

<b>(600) Functionality in Emergency Situations</b>		REDACTED FOR PUBLIC INSPECTION	FCC Form 481
<b>Data Collection Form</b>			OMB Control No. 3060-0986/OMB Control No. 3060-0819
			July 2013
<010>	Study Area Code	542343	
<015>	Study Area Name	VOICANO TEL CO	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961438 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickmavolcanotel.com	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	
<610>	Descriptive document for Functionality in Emergency Situations	542343ca610.pdf	

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

1/1/2017
----------

[illegible]

## July 2013

102

See attached worksheet.



(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<900> Does the filing entity offer tribal land services? (Y/N) Yes

<910> Tribal Land(s) on which ETC Serves

CALIFORNIA VALLEY MINOK TRIBE

<920> Tribal Government Engagement Obligation

542343ca920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Not Applicable
Not Applicable
Not Applicable
Not Applicable
Not Applicable
Not Applicable
Not Applicable
Not Applicable

<b>(1000) Voice and Broadband Service Rate Comparability Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
---	--	--	--

<010>	Study Area Code	542343	
<015>	Study Area Name	VOLCANO TEL CO	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com	

<1000>	Voice services rate comparability certification	Yes	
<1010>	Attach detailed description for voice services rate comparability compliance	542343ca1010.pdf	Name of Attached Document
<1020>	Broadband comparability certification	Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau	
<1030>	Attach detailed description for broadband comparability compliance	542343ca1030.pdf	Name of Attached Document

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	542343	
<015>	Study Area Name	VOLCANO TEL CO	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com	

<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes
--------	--	-----

<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).	
--------	---	--

<b>(1200) Terms and Condition for Lifeline Customers</b>		FCC Form 481
<b>Lifeline</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<b>Data Collection Form</b>		July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickmavolcanotel.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div style="border: 1px solid black; padding: 5px;">542343cal1210.pdf</div>
<1220>	Link to Public Website	<div style="border: 1px solid black; padding: 5px;"> <div style="float: right;">Name of Attached Document</div> <div> <a href="http://www.volcanocommunications.com/california-lifeline">http://www.volcanocommunications.com/california-lifeline</a> </div> </div>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

<b>(2005) Price Cap Carrier Additional Documentation</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>			
<010>	Study Area Code	542343	
<015>	Study Area Name	VOLCANO TEL CO	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092561435 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	ricken@volcanotel.com	

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.		
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.		
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.		
<2024A>	Round 2 Recipient of Incremental Support?		
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(iii). Round 2 recipients only.		
<2025A>	Round 2 Recipient of Incremental Support?		
<2025B>	Attach geocoded information for Phase I milestone reports (Round 2 for year three) - Connect America Fund, WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).		
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		

(2005) Price Cap Carrier Additional Documentation Data Collection Form Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing  
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan  
Carrier certifies to 54.313(f)(1)(iii)

Yes - Attach Certification

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment

Name of Attached Document Listing Required Information

542343ca3010.pdf

(3012A) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

Not Applicable - No Attachment Required

(3012B) Please Provide Attachment

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}

☒ ☐

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☒ ☐

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☒

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

542343ca3017.pdf

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☐ ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3005) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOICANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCasley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092981435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

**Community Anchor Institutions – FCC 14-98 (paragraph 79)**

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information \_\_\_\_\_

**Broadband Deployment Locations – FCC 14-98 (paragraph 80)**

**4004a.** Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information \_\_\_\_\_

**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information \_\_\_\_\_

REDACTED FOR PUBLIC INSPECTION

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	542343
<015> Study Area Name	VOLCANO TEL CO
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035> Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## REDACTED FOR PUBLIC INSPECTION

<b>Certification - Agent / Carrier</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013
<010> Study Area Code	542343	
<015> Study Area Name	VOLCANO TEL CO	
<020> Program Year	2018	
<030> Contact Name - Person USAC should contact regarding this data	Ricky McCarley	
<035> Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.	
<039> Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Volcano Telephone Company</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: <u>Volcano Telephone Company</u>	
Name of Reporting Carrier: <u>VOLCANO TEL CO</u>	
Signature of Authorized Officer: <u>CERTIFIED ONLINE</u>	Date: <u>06/28/2017</u>
Printed name of Authorized Officer: <u>Brenda Shepard</u>	
Title or position of Authorized Officer: <u>Chief Financial Officer</u>	
Telephone number of Authorized Officer: <u>2092691447 ext.</u>	
Study Area Code of Reporting Carrier: <u>542343</u>	Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: <u>VOLCANO TEL CO</u>	
Name of Authorized Agent Firm: <u>Volcano Telephone Company</u>	
Signature of Authorized Agent or Employee of Agent: <u>CERTIFIED ONLINE</u>	Date: <u>06/28/2017</u>
Name of Authorized Agent Employee: <u>Ricky L McCarley</u>	
Title or position of Authorized Agent or Employee of Agent: <u>Regulatory Accounting Analyst</u>	
Telephone number of Authorized Agent or Employee of Agent: <u>2092961435 ext.</u>	
Study Area Code of Reporting Carrier: <u>542343</u>	Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED FOR PUBLIC INSPECTION

## Attachments

Response Line 510  
Volcano Telephone Company  
Study Area 542343

**Voice Network**

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) Volcano Telephone Company ("ILEC") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. ILEC provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. ILEC also conducts subscriber outreach regarding CPNI by placing CPNI explanation onto its website at [www.volcanocommunications.com](http://www.volcanocommunications.com) which informs subscribers about CPNI rules and other applicable customer rights and obligations. In addition ILEC trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. ILEC keeps its tariffs available for public inspection at its business offices.

**Broadband Network**

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) ILEC is in compliance with applicable FCC Service Quality Standards and Consumer Protection Rules. ILEC trains staff on applicable rules for broadband services issues on an annual basis. In addition ILEC has placed on its website at [www.volcanocommunications.com](http://www.volcanocommunications.com) its network practices and policies regarding FCC's Net Neutrality Rules.

ILEC also outlines its rates, terms, and conditions under which ILEC offers Broadband service in NECA Tariff #5 to Internet Service Providers ("ISP"). The Tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. Public inspection of NECA Tariff #5 can be found on NECA's website. Retail DSL rates, terms, and conditions for retail services are provided by the ISP.

Response Line 610  
Volcano Telephone Company  
Study Area 542343

Functionality in Emergency Situations:

**Voice Network**

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) ILEC Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations. ILEC is prepared and capable of managing traffic spikes resulting from emergency situations and has sufficient switching capabilities to handle such situations.

**Broadband Network**

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) Volcano Telephone Company ("ILEC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to ILEC central offices by use of a generator and batteries that provide it with 8 to 72 hours of emergency power that is also used to provide service to the broadband network. In addition, ILEC field electronics have 6 to 24 hours of back-up power by use of generators and batteries. ILEC also has Ethernet and Sonnet technology deployed in its core fiber optic network that is a self-healing and will automatically reroute broadband traffic should a fiber cut occur. ILEC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. ILEC also has proper staff in place to repair any fiber cuts in a timely manner. ILEC has connectivity with neighboring telephone exchanges as well as multiple internet backbone providers to provide diverse options to reroute traffic should an emergency arise. ILEC has developed and trained its staff on network preparedness plans in case of emergency situations.

(700) Price Offerings Including Voice Rate Data  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCauley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

1/1/2017	
----------	--

	Residential Local Service Charge Effective Date
<701>	Single State-wide Residential Local Service Charge
<702>	

<703>

[illegible]

<b>(710) Broadband Price Offerings</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	542343
<015>	Study Area Name	VOLCANO TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Ricky McCarley
<035>	Contact Telephone Number - Number of person identified in data line <030>	2092961435 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rickm@volcanotel.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}
	CA	KIRKWOOD	27.0	0.0	27.0	1.0	0.512	999999.0	Other, N/A
	CA	KIRKWOOD	37.0	0.0	37.0	3.0	0.768	999999.0	Other, N/A
	CA	KIRKWOOD	47.0	0.0	47.0	6.0	0.768	999999.0	Other, N/A
	CA	KIRKWOOD	57.0	0.0	57.0	12.0	1.0	999999.0	Other, N/A
	CA	KIRKWOOD	67.0	0.0	67.0	20.0	2.0	999999.0	Other, N/A
	CA	PIONEER	27.0	0.0	27.0	1.0	0.512	999999.0	Other, N/A
	CA	PIONEER	37.0	0.0	37.0	3.0	0.768	999999.0	Other, N/A
	CA	PIONEER	47.0	0.0	47.0	6.0	0.768	999999.0	Other, N/A
	CA	PIONEER	57.0	0.0	57.0	12.0	1.0	999999.0	Other, N/A
	CA	PIONEER	67.0	0.0	67.0	20.0	2.0	999999.0	Other, N/A
	CA	VOLCANO	27.0	0.0	27.0	1.0	0.512	999999.0	Other, N/A
	CA	VOLCANO	37.0	0.0	37.0	3.0	0.768	999999.0	Other, N/A
	CA	VOLCANO	47.0	0.0	47.0	6.0	0.768	999999.0	Other, N/A
	CA	VOLCANO	57.0	0.0	57.0	12.0	1.0	999999.0	Other, N/A
	CA	VOLCANO	67.0	0.0	67.0	20.0	2.0	999999.0	Other, N/A
	CA	WEST POINT	27.0	0.0	27.0	1.0	0.512	999999.0	Other, N/A
	CA	WEST POINT	37.0	0.0	37.0	3.0	0.768	999999.0	Other, N/A
	CA	WEST POINT	47.0	0.0	47.0	6.0	0.768	999999.0	Other, N/A
	CA	WEST POINT	57.0	0.0	57.0	12.0	1.0	999999.0	Other, N/A
	CA	WEST POINT	67.0	0.0	67.0	20.0	2.0	999999.0	Other, N/A



Response to Line 920  
Volcano Telephone Company  
Study Area 542343

Tribal Engagement

Volcano Telephone Company may have a requirement to engage with the California Valley Miwok Tribe. The California Valley Miwok Tribe is listed as a recognized tribe in the Federal Register published May 4, 2016. However, there is no contact information available for a tribal leader.

California Valley Miwok Tribe, California  
Pacific Region

Central California Agency

650 Capitol Mall, Suite 8-500, Sacramento, CA, 95814

(916) 930-3680

(916) 930-3780

troy.burdick@bia.gov

Troy Burdick, Superintendent

Contact BIA Servicing Office/Agency

Date Elected:

Next Election:

*Last Updated 2/23/2017 2:02:00PM*

REDACTED FOR PUBLIC INSPECTION

Response to Line 1010  
Volcano Telephone Company  
Study Area 542343

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10 ) Volcano Telephone Company ("Volcano") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$49.51 as specified in Public Notice DA 17-167 issued on February 14, 2017. Volcano's current total local end-user rate<sup>1</sup> of \$25.78 (which includes a local fee of \$24.00, mandated state fees of \$1.78) is not above the standard deviation as specified in the USF/ICC Transformation Order.<sup>2</sup>

---

<sup>1</sup> Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

<sup>2</sup> USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

Response to Line 1020  
Volcano Telephone Company  
542343

Broadband Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (11) Volcano Telephone Company("Volcano") charges a residential rate of \$57.00 for broadband providing 12 Mbps download, 1 Mbps upload, and an unlimited usage allowance. This rate is lower than \$80.38, which is the 2017 reasonable comparability benchmark for the same offering established by the Wireline Competition Bureau.<sup>1</sup>

---

<sup>1</sup> *Wireline Competition Bureau Announces Results of 2017 Urban Rate Survey for Fixed Voice and Broadband Services and Posting of Survey Data and Explanatory Notes*, Public Notice, WC Docket No. 10-90, DA 17-167 (rel. February 14, 2017).

Response to Line 3010  
Volcano Telephone Company  
Study Area 542343

Milestone Certification

Pursuant to 47 C.F.R. § 54.202(a) Volcano Telephone Company ("Volcano") provides this certification that it is taking reasonable steps to provide upon reasonable request broadband speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to offerings in urban areas as determined in an annual survey as specified in Public Notice DA 17-167, and that requests for such service are met within a reasonable amount of time. Details for how Volcano is meeting its obligations for meeting its goals and required obligations are specified within the FCC Form 481 annual filing.

# **IMPORTANT NOTICE FROM VOLCANO TELEPHONE COMPANY REGARDING THE CALIFORNIA LIFELINE TELEPHONE PROGRAM 2017-2018 ELIGIBILITY REQUIREMENTS**

Beginning July 1, 2009, new applications for the California LifeLine Telephone Program must be approved before the California LifeLine discounts are received. If you enroll in California LifeLine, you will pay the regular rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges, service conversions, and deposits for basic phone service. Once approved, you will receive a bill credit with the California LifeLine discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a credit balance of \$10.00 or more, you may request a refund check from Volcano Telephone.

California LifeLine Telephone Program (also known as "California LifeLine" or Universal LifeLine Telephone Service, "ULTS") provides discounted basic residential telephone service to eligible households. California LifeLine is a discount program of the California Public Utilities Commission (CPUC). If your household qualifies for California LifeLine you are entitled to the following:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls.	Monthly: the lower of \$7.50 or 1/2 of utility's rate for residential flat-rate local telephone service
Service Connection and Service Conversion	For initiation of telephone service, or change of class/type/grade of service	Non-recurring: the lower of \$10 or 1/2 of utility's connection/ conversion charge for residential telephone service.
Toll Blocking or Toll Restriction	Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling.	\$0
Deposit		\$0 for local telephone service

You may also qualify for a 2<sup>nd</sup> California LifeLine telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. Documentation is needed to justify the 2<sup>nd</sup> California LifeLine telephone line.

You may qualify for California LifeLine under either Method 1 Program-Based **OR** Method 2 Income-Based.

**Method 1 Program-Based:** you qualify for California LifeLine if you or another person in your household is enrolled in any one of the following public-assistance programs:

Medicaid/Medi-Cal	Supplemental Security Income (SSI)
Supplemental Nutrition Assistance Program (SNAP)	Federal Public Housing Assistance or Section 8
Veterans Pension and Survivors Benefit Programs	Low Income Home Energy Assistance Program (LIHEAP) *
Tribal TANF	Temporary Assistance for Needy Families (TANF) *
Bureau of Indian Affairs General Assistance	Head Start Income Eligible (Tribal Only)
CalFresh *	National School Lunch's FREE Lunch Program (NSL) *
Women, Infants and Children Program (WIC) *	Greater Avenues for Independence (GAIN) *
California Work Opportunity and Responsibility to Kids (CalWORKs) *	Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs)*
Welfare-to-Work (WTW) *	

\* - May end as qualifying program effective November 1, 2017

REDACTED FOR PUBLIC INSPECTION

**Method 2 Income-Based:** you qualify for California LifeLine if your total household income is at or less than the California LifeLine income maximums:

Household Size	Maximum California LifeLine Yearly Income (6/01/17 through 5/31/18)
1-2 Members	\$26,400
3 Members	\$30,700
4 Members	\$37,300
	For each additional member, add \$6,600 to \$37,300

Household income is defined as all money received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, alimony and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

Income documentation is required. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation and/or workmen's compensation
- Alimony and/or child support documents
- Other official document

**NEW CALIFORNIA LIFELINE CUSTOMERS:** If you think you qualify for California LifeLine, please contact Volcano Telephone at 209-296-7502 or 1-888-886-5226. Volcano Telephone will contact the California LifeLine Administrator to begin the enrollment process for you. An application form with a PIN will be mailed to you in a **PINK** envelope. The application form and any required documents must be completed and returned to the California LifeLine Administrator by the due date. **DO NOT** return the form or any documents to Volcano Telephone. You may choose to apply online at [www.californialifeline.com](http://www.californialifeline.com) using your PIN or to send your application response by mail. Your application must be approved before you receive the California LifeLine discounts. You will be billed our regular residential rates until you are approved. As soon as the Administrator notifies Volcano Telephone that you have been approved, we will credit your account for the difference between the regular rates and California LifeLine discounted rates for basic service. If the credit results in your next bill having a credit balance of \$10.00 or more, you may request a refund by check from Volcano Telephone.

**EXISTING CALIFORNIA LIFELINE CUSTOMERS:** If you are an existing California LifeLine customer, you will need to renew your participation annually. You may choose to continue your California LifeLine enrollment under Method 1 Program-Based or Method 2 Income-Based eligibility. About two months prior to your renewal anniversary, a renewal form in a **PINK** envelope will be mailed to you directly from the Administrator, not from Volcano Telephone. You can renew online at [www.californialifeline.com](http://www.californialifeline.com) using your PIN or complete, sign, and return the form and any required documents to the Administrator by the due date. If you have questions about your next renewal, call the Administrator toll-free at 1-877-858-7463 or TTY 1-888-858-7889 from 7:00 AM to 7:00 PM on regular business days. For more information, you may also visit [www.californialifeline.com](http://www.californialifeline.com).

**Eligibility Audit:** The Administrator may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from California LifeLine and billed for previous California LifeLine discounts that you should not have received.

REDACTED-FOR PUBLIC INSPECTION

LINE 3017 – RUS ANNUAL REPORT

REDACTED FOR PUBLIC INSPECTION